

To whom it may concern:

I Gaston Pflucker, am having a serious problem with a BellSouth Partner by the name of POP Telecom. A sales person by the name of Jorge Garcia passed by and offered me some promotions which included the following: 6 Business Line with complete choice at a 25% discount from the original cost, \$75 welcoming back reward for having the Lines with BellSouth, FREE installation and Unlimited Long Distance with a charge of \$20.00 for the first Line and \$15.00 for each additional Line up to the 9th Line.

These promotions have not been met and the sales person Jorge Garcia, seems to be trying to help me throughout this lengthy process but I feel that I'm going nowhere with him. Every day it's a different excuse with BellSouth. Almost every other day I sit down with Jorge Garcia to resolve this problem with BellSouth's customer service. They state that they can not do anything to help me because they can't over ride the notes inputted by a department called Vendor Services of BellSouth. Customer Service said that if I had a possible hope of luck to dispute my incorrect bills POP Telecom would have to contact BellSouth through their channels of support to help because they didn't submit the correct papers. Still, I was mentioned that I did not have the Unlimited Long Distance promotion that I was promised but they were able to change my plan to the Unlimited Long Distance Plan and was mentioned that there is a maximum amount of minutes that I can use. The plan is Unlimited but with a maximum to use.

I immediately contacted POP Telecom and spoke to a Maria. She mentioned that she could not explain what the sales person Jorge Garcia sold me; but he was fired for misleading others and she could only help me from this point forward. Maria mentioned the services that she currently has copies for and she does not have copies for a Long Distance Plan. Maria states that when she received the order from Jorge Garcia there wasn't a Long Distance agreement in the file but only to have an Unlimited Intralata and a 2000 minute bucket promotion plan at \$95.00 a month at a 5 cent per minute rate. It doesn't make any sense what she mentioned to what I actually signed. I got mad and asked additional questions to see who had authorized this and put pressure on her. Once again she mentioned the original sales person Jorge Garcia. I said what does Jorge Garcia has to do with all of this if I think she is the one beating around the bush. Again, did not make sense to me, why would Mr. Garcia go through so much trouble trying to help me if at the end of all of this he would result being at fault. I kept asking Maria more questions trying to put the peaces together. She changed the story again and mentioned that a Mariela Palmero gave her a suggestion to change from the original Unlimited Long Distance Plan which I signed to a 2000 minute plan after she reviewed my calling patterns to better help me. That's when I got really mad and said "How can a person make any suggestion of my calling patterns in my company for both Long Distance and 800 numbers if I am a new business and a new customer to BellSouth". I repeated again to her that I first started my services to BellSouth via POP Telecom and their sales rep Jorge Garcia signed me without a problem. I told Maria that she is the only person that does not make any sense and POP Telecom is now trying to make it easier on them by placing the fault on a person that does not currently work with them anymore.

As a last result Maria tried to contact the Vendor Services of BellSouth to explain the problem that was caused by POP Telecom and they told Maria that I had to pay in full the Long Distance charges. I won't give in and someone has to take responsibility for this.

I know that I'm not the only person that is currently having this problem. I feel that this is false advertising from BellSouth and Maria mislead me into

thinking that the sales person had fault in this which in fact was her or the company's error.

Not too long ago I was in a friend office and noticed a couple of sales persons and asked them who they represented and mentioned BellSouth. Both my friend and I acted surprised as I mentioned that I was visiting but to explain what they can do for our business. They started selling us the services and I mentioned that I had a problem with Bell and they were too expensive. Not a problem they said, they will help me to the fullest of their capacity but I will have to upgrade my service into a Biz T-1 to have a compensating factor and would also make it easier to dispute my bill. I thought what a strategy to acquire a signature. On another side to my friend they could not get through to him with BellSouth Service so they offered them a company by the name of Access Comm. which is a private company from Bell for both Local and Long Distance services and showed a tremendous amount of savings. We thought it was too good to be true but we would think about it and call them back if they had a business card. I notice that on the business card POP Telecom appeared and said to them that they weren't BellSouth. After they explained that they are consultants for the telecom industry: agents of BellSouth and represent other companies via POP Telecom which is their current employer. They immediately changed the subject and asked for another appointment to acquire our business with their supervisor.

I don't know how BellSouth works or who is partner with them but all I want is to have what was promised to me, forget about all problems with BellSouth and not get my new company's credit affected. I would like to have this resolved fairly quick and this is the reason why I have reported this instance to you the Federal Communication Commissioner and top you the Public Service Commissioner because of BellSouth Billing issues; meanwhile POP Telecom hopefully will be reported to the Better Business Bureau of their bad business practices.

I have been trying to have this resolved once again for the passed couple of months going on to the 3rd month and it's sad that it has gotten to this point. BellSouth has a large reputation but does not have the capability to help a customer out with their own internal process. I think it's planned out that BellSouth structures the Billing Dept., Customer Service, Collections, Vendor Services to confuse the customer and make the process very time consuming so that the customer gets tired and just pays whatever is owed so the services aren't disconnected. I can call BellSouth through regular business hours but if this takes so long how am I going to get any business done. I have pay for services but in what time will I make money to pay them if I am always on the phone disputing something.

Regards,

Gaston Pflucker  
Owner